

## Wal-Mart Canada Corp. - Vision Centre Privacy Statement

Wal-Mart Canada Corp. ("Wal-Mart") is committed to protecting the privacy of your personal information, including personal health information. As part of this commitment, we have prepared this Vision Centre Privacy Statement to set out the manner in which we collect, use, disclose and otherwise manage the personal information of our Vision Centre customers in Canada.

Please refer to our general Privacy Policy and our Pharmacy Privacy Policy, available on our Website located at [www.walmart.ca](http://www.walmart.ca), to learn more about Wal-Mart's privacy practices.

### Collection And Use Of Personal Information and Personal Health Information

At our Vision Centres, we may collect personal health information when you:

- Provide us with a contact lens or eye glass prescription to be filled;
- Have your eyes examined or receive other advice from an eye care specialist;
- Purchase, order, return, or exchange products;
- Sign-up to receive update or refill reminders;
- Contact us with a comment, question or complaint relating to one of our Vision Centres.

**Prescription Fulfillment:** When you provide us with a contact lens or eye glass prescription or have your eyes examined at one of our Vision Centres, we may collect personal information such as your:

- first and last name;
- address;
- e-mail address;
- telephone number;
- date of birth;
- gender;
- age;
- medical history;
- current medications and prescription information;
- medical conditions, diagnosis and information obtained from your eye examination;
- eye evaluations and measurements (for contact lenses);
- name of referring physician;
- provincial drug benefit program or private health insurance plan information; and
- other information you may provide to us.

We collect this information for the purpose of providing you with proper eye and vision care, as well as to identify you, to ensure the accuracy of our records, to ensure that there are no adverse drug or allergic reactions to any contact lens solutions, to provide eye care insurers with information to process your claims and benefits, and to comply with applicable professional, legal and regulatory requirements. Where appropriate, we also use this information to provide you with other treatment-related services, such as update or refill reminders.

**Purchase, Order, Return, or Exchange Products:** You do not have to provide us with any personal information when you pay for products and services, for cash at one of our Vision Centres. If you use a credit or debit card, we collect your credit or debit card-related information and your signature for the purposes of processing your payment. In addition, we collect information related to your provincial benefit program or private health insurance provider in order to process payment/reimbursement for your claims and to verify your eligibility and coverage.

**Reminder Program:** When you sign-up for our Reminder Program, we collect your name, address and other contact information in order to send you notices reminding you to refill your contact lenses or update your glasses prescription.

**Customer Service:** When you contact us with a comment, question or complaint relating to one of our Vision Centres, you may be asked for information that identifies you along with additional information we need to help us promptly answer your question or respond to your comment or complaint. The information we collect for these purposes may include your name, address and a phone number. We may retain this information to assist you in the future and to improve our product and service offerings.

### **Disclosure of Personal Information**

Wal-Mart will not disclose, trade, rent, sell or otherwise transfer your personal information, without your prior consent, except as otherwise set out below.

**Co-ordination of Care:** When necessary, we may share personal information with your health care professional in order to co-ordinate your care. For instance, we may speak to your eye care specialist to clarify your prescription or to discuss your condition, allergies or drug reactions. We may also share personal information with your caregiver or a family member or friend whom you have designated as your health care representative.

We will not disclose your personal health information in the course of providing you with health care services if you expressly tell us otherwise, but we may not be able to provide you with the services you requested.

**Provincial Prescription Systems:** We may be required by law to provide prescription-related information to a government registry.

**Payment:** We may share information with your provincial benefit program, private insurance provider, or other health claim adjudicator as necessary in order to process your claim, including your eligibility for reimbursement and scope of your coverage.

**Service Provider Arrangements:** We may transfer (or otherwise make available) your personal information to our affiliates and other third parties who provide services on our behalf, such as producing and delivering our update reminder notices. Your personal information may be stored and processed in the United States by our affiliates and other third party service providers. Our service providers are not authorized to use or disclose personal information for any purpose other than providing the services on our behalf or as otherwise required by applicable law.

**Legal:** Wal-Mart opticians required by law to disclose certain information in order to comply with applicable professional, legal and regulatory requirements.

Wal-Mart must also provide your personal information in response to a search warrant or other legally valid inquiry or order, or to an investigative body in the case of a breach of an agreement or contravention of law, or as otherwise required by law. We may also disclose personal information to assist us in collecting a debt owed by you, or otherwise where necessary for the establishment, exercise or defence of legal claims.

### **Security of Personal Information**

We have implemented measures in an effort to safeguard the personal information in our custody and control, including only providing access to personal information to employees and authorized service providers who require such information for the purposes described in this Privacy Statement. We maintain reasonable administrative, technical and physical safeguards in an effort to protect against unauthorized access, use, modification and disclosure of personal health information in our custody and control.

Your personal information is stored in electronic format in our servers located in the United States. We only keep your personal health information as long as necessary for the purposes we collected it, or as otherwise required by law.

### **Access to Your Personal Information**

You may request a copy of your personal information from the eye care specialist at the Wal-Mart location where you shop.

## **Changes to the Privacy Statement**

This Privacy Statement may be updated periodically to reflect changes to our personal information practices. The revised Privacy Statement will be available at each of our Vision Centres and posted on our Website located at [www.walmart.ca](http://www.walmart.ca). We will treat your personal information in accordance with the Privacy Statement in place at the time the information was collected.

## **How to Contact Us**

You may contact us at any time if:

- you have any questions or comments about this Privacy Statement;
- you wish to withdraw your name from an e-mail or other marketing list;
- you wish to access and/or correct inaccuracies in our records of your personal information; or
- you have a complaint about the manner in which we treat your personal information.

**Privacy Officer**  
**Wal-Mart Canada Corp.**  
1940 Argentia Road  
Mississauga, Ontario  
L5N 1P9

**E-mail:** [caprivacy@wal-mart.com](mailto:caprivacy@wal-mart.com)

**Phone:** (905) 821-2111